



Active Duty Service Member TRICARE Pacific Remote Dental Care using International SOS

Under the terms of the new Global Overseas Remote Care Contract, International SOS is contracted to continue to provide a cashless, claimless dental service for active duty service members (ADSM) only.

The following is a basic guide for the ADSM to follow using the SOS cashless, claimless system in remote locations. Failure to contact SOS may result in personal financial liability of the ADSM.

- ADSM must contact International SOS prior to receiving any dental treatment.
- SOS will verify eligibility and enrollment to TRICARE Pacific.
- Once verified SOS will coordinate care, to include:
 - locating proper dental specialists
 - making appointments
 - assisting in obtaining pre-treatment estimates
 - arranging payment for dental services

Procedures For Obtaining Care

Routine care:

- Contact SOS to arrange an appointment and payment guarantee prior to receiving care.
Note: All ADSM in Singapore must first seek care by the staff dentist at the Medical Aid Station and all ADSM in Bangkok must seek care by the contract dentist at JUSMAGTHAI prior to any referral to a local dentist. Contact SOS in their absences.
- Routine care does not require pre-authorization

Non-routine/specialty care:

- Non-routine or specialty care requires pre-authorization from TRICARE Pacific Lead Agent (TPLA)
- Treatment plans that exceed \$500 per episode or \$1,500 per calendar year require pre-authorization, even if all the visits individually meet the definition of routine care.

Emergency care:

- ADSM should contact SOS for assistance. If necessary, ADSM may seek care from any licensed dentist without the need for pre-authorization.

Procedures For Pre-authorization:

- To request pre-authorization for specialty care, the following documents must be forwarded to SOS:
 - AD Military Claim Form including cost and length of treatment
 - Diagnosis and treatment plan
 - Periapical x-rays or photos may be required
- For more information about prior approval requirements or procedures, contact TPLA for further clarifications at wayne.jortner@haw.tamc.amedd.army.mil or 1-808-433-3687, DSN 433-3687.

Filing Claims

- Once care is received, the ADSM should obtain an itemized invoice indicating all services and fees
- Submit the invoice and above documents to SOS for processing.

Additional Assistance

- TPLA Web Page – www.tricare-pac.tamc.amedd.army.mil
- International SOS customer service representative
- TPLA Chief, Dental Programs and Services at 808-433-3687 / DSN 433-3687 or email: wayne.jortner@haw.tamc.amedd.army.mil